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PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: )  
 )  
Baggenstoss et al. ) Examiner: **Nguyen, Quynh H.**  
 )  
Serial No.: 10/733,137 ) Art Unit: 2642  
 )  
Filed: December 11, 2003 ) Confirmation No. 8268  
 )  
For: Managing the Selection of Performance )  
Interventions in A Contact Center )

INFORMATION DISCLOSURE STATEMENT

Mail Stop Amendment  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98.

The undersigned certifies the following: To the knowledge of the undersigned, no item of information contained in the Information Disclosure Statement ("IDS") was known to any individual designated in § 1.56(c) more than three (3) months prior to the filing of this IDS. Specifically, these references were cited in U.S. Application No. 10/957,350 on January 23, 2006.

The citation of this information does not constitute an admission of priority or that any cited item is available as a reference, or a waiver of any right the applicant may have under applicable statutes, Rules of Practice in patent cases, or otherwise.

Respectfully submitted,

Michael L. Wach  
Reg. No. 54,517

King & Spalding LLP  
191 Peachtree Street, N.E., 45<sup>th</sup> Floor  
Atlanta, GA 30303  
404.572.4600  
K&S Docket: 07117.105017 US CIP  
4003322

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on March 3, 2006.

Michael L. Wach, Reg. No. 54,517

FORM PTO-1449, Adapted

**LIST OF INFORMATION DISCLOSED BY APPLICANT***(Use several sheets if necessary)*ATTORNEY NO.  
07117.105017SERIAL NO.  
10/733,137FILING DATE  
December 11, 2003APPLICANT  
Baggenstoss et al.GROUP  
2642**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	5,206,903	4/27/1993	Kohler et al.	379	309	12/26/1990
	AB	6,584,192 B1	6/24/2003	Agusta, Joseph B.	379	265.12	12/6/1999
	AC	6,771,765 B1	8/3/2004	Crowther et al.	379	265.09	12/29/1999
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						

**FOREIGN PATENT DOCUMENTS**

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
						YES	NO
	AK						
	AL						
	AM						

**OTHER REFERENCES** *(Including Author, Title, Date, Pertinent Pages, Etc.)*

	AN		
	AO		
	AP		
	AQ		

4003327

EXAMINER

DATE CONSIDERED

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.